



## Veterinary Triage Assistant Job Description

**Date Completed:** 2-1-10

**Work Location:** VMCLI

**Title:** Veterinary Triage Assistant

**Department:** Medical

**Exempt Status:** Non-exempt

**Position Status:** FT

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**Reports to:** LVT, Clinicians, All senior Staff

**Works closely with:** LVT's, Client Care Coordinators, Hospital Administrator & Supervisor, Clinicians, and Owners.

### VMCLI's Conformance Statements

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

### Position Purpose

The Veterinary Triage Assistant provides supportive service to the patrons within the waiting room and exam room primarily. They are under the direction of the veterinarian, Veterinary Technicians, and Client care Coordinators. This includes but is not limited to taking histories, comforting the patrons and patients, setting up the exam rooms with clients, going over estimates, cleaning the waiting room, halls, and exam rooms as necessary, offering coffee, water, tissues, etc. to tend to the needs of the patrons and patients. Assessing the nature and health status of the patients as to whether or not immediate attention is required. You are not permitted to diagnose or render medical opinions, just gather factual data for the LVT's and Clinicians and to coordinate ER calls with the aforementioned. You additionally may be called on to set up and

coordinate visiting clients with their pets which may require the setup of equipment such as oxygen, IV pumps, and so on. Additionally, you may be utilized for exam room restraint for treatments and examinations, lab work as dictated by the clinicians and LVT's. Furthermore, you will be required to do general facility cleaning as outlined within the Hospital Maintenance list. Lastly, you will be required to occasionally answer phones and perform transactions within the Impromed system as dictated by the Client Care Coordinators and your supervisors.

### **Responsibilities/Duties/Functions/Tasks**

The following is a list of essential job requirements. This list may be revised at any time and additional duties not listed here may be assigned as needed. Job Functions and Job Responsibilities include, but are not limited to: *The below list has been prioritized for you;*

1. Providing exemplary customer service to all of our patrons both within the facility and on the telephone. Being proactive about keeping client wait times to a minimum while keeping them comfortable and supported to insure a positive experience.
2. Triaging medical situations that present within the waiting room and obtaining medical support from the appropriate personnel. I.e. DVM or LVT.
3. Support the general well being of every client and patient you interact with and offer them concern, empathy, and exemplary customer service at all times.
4. Reviewing client estimates for ER, SX, and other requested departments.
5. Interaction with clients such as greeting them, recording a patient's history, and helping with patients and/or belongings to and from vehicles may be necessary.
6. Offer beverages to the client within the waiting area.
7. Cleaning of all exam rooms, halls, waiting room, desk, phone control room, and restrooms as needed and dictated by your colleagues.
8. Setting clients up in each exam room and taking histories and assisting when requested.
9. Restraining animals for the veterinarian and Technicians as needed.
8. Coordinating client visits. Feeding animals as appropriate with Dr's instructions during client visits.
9. Accurate and detailed record keeping concerning routine care, vitals, and observations of the patients and client history discussed.
10. Other duties include restocking, cleaning, assisting other staff members, computer work, paper work, and answering phones.

## Qualifications

- Ability to interact with the public
- Organized
- Flexible
- Works quickly
- Works well with others and understand the team approach
- Is kind and compassionate
- Needs to be able to keep a clean uncluttered environment
- Able to follow directions
- Patience
- Is neat, clean, and Adheres to all VMCLI uniform codes and policies

## Special Position Requirements/Physical Requirements

- This position requires the ability to walk, bend, stand, lift, reach, stoop, carry, push and pull for at least 8 hours a day.
- Lifting of packages and large bags of food 25-40 lbs
- Lifting and holding animals of all sizes, including large ones
- Ability to speak and hear sufficiently to understand the job
- Ability to write neatly and communicate with others
- Visual acuity sufficient to maintain accurate records
- Ability to restrain animals
- Ability to attend staff meetings and training classes
- Ability to understand the needs of the animals
- Own transportation

## Preferences

- Excellent Communication skills, Compassion, Customer Service, Cleanliness, and Care are all paramount qualities for this position.
- Individuals with a willingness to learn, the ability to pick up new tasks quickly and to multi-task as well as have a strong work ethic.
- Knowledge of Improved computer software a plus.

## Work Requirements

This is a very physical position and it involves a lot lifting and holding of animals of all sizes.

Employee

Acknowledgement/Date\_\_\_\_\_